

SUCCESS STORY

Q & D MANUFACTURING CORP.

Oregon Manufacturing Extension Partnership

"We consider OMEP a key partner in helping our profitable growth and diversification. They have continuously provided excellent support, training, guidance, and mentoring. Additionally, they have been instrumental in helping us increase our qualifications, capabilities, marketing, and networking. Every OMEP consultant has provided valuable assistance and direction." Robin Klein, President

AS BUSINESS IMPROVES, JOBS INCREASE

ABOUT. Q&D Manufacturing Corporation is a contract manufacturer located in Hillsboro, Oregon. Q&D provides a unique combination of service and subcontracted products to other manufacturers including custom plastic molding, cable assembly, and electromechanical assembly. Q&D currently has 27 permanent employees.

THE CHALLENGE. Originally a spin-off of Tektronix, Q&D was initially a plastic molding company that found itself in steady decline as an increasing number of manufacturers made the decision to source parts from China. Robin Klein purchased the company in 2008. At that time, there was only one full-time and one part-time employee. Klein repositioned the company by adding cable and electromechanical assembly capabilities and implementing Lean Enterprise principles. He furthered competitiveness by achieving ISO 9001:2008 certification. Sales growth became steady, but in order to achieve long term stability more growth was needed including expansion into new markets.

MEP'S ROLE. OMEP, a NIST MEP affiliate, worked with Q&D to provide assistance and support in four primary areas: 1. Reviewing and enhancing Q&D's existing marketing and sales strategies to diversify and increase revenue; 2. Improving the internal ISO and documentation systems; 3. Providing training in Applied Lean Methods to improve employee understanding and implementation of Lean Enterprise philosophies; and 4. Providing guidance and support in finding and then moving to a new facility which was needed for growth and diversification. Within a few short years, Q&D made improvements in process and quality systems that positioned the company to pass the competitive and rigid supplier qualification of new customer requirements.

In parallel with internal improvements, the company directed sales and marketing resources to diversify and find new customers. As a result of the project, Q&D became a supplier to a major manufacturer of aircraft components and another one in the UAV (unmanned aerial vehicle) industry.



RESULTS



Created **25** new jobs



Annual sales increased from **\$140K** to **\$1M**



Cost savings of over **\$200K**



Capital investment of over **\$30K**

NEXT STEPS



7650 SW Beveland Street
Suite 170
Portland, OR 97223



(503)406-3770



cscherer@omep.org



www.omep.org

